



Triage and Case Management Improvements:

A Preliminary Look at Impacts in the Family Division of the
Eleventh Judicial Circuit Court of Florida (Miami-Dade)

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Executive Summary

In 2018, the Family Division of the Eleventh Judicial Circuit in Florida, inspired by the success of the Civil Division's [Evaluation of the Civil Justice Initiative Project \(CJIPP\)](#), initiated a comprehensive collaboration to optimize case management processes and apply a triage approach. This report encapsulates the journey undertaken to streamline operations, the methodologies employed, and the promising outcomes so far.

Guided by the [Family Justice Principles](#) and [Model Process for Family Justice Pathways](#), the Family Division sought to advance judicial efficiency while ensuring families receive the services needed. The *Principles* aim to guide cases towards a just resolution, and the *Model Pathways* highlight court actions in directing case progression. Based on these principles and pathways, a triage process was devised to streamline case management as described in the [Demonstration Site Report: Miami-Dade County](#) (2020).

The triage processes were necessarily suspended during the pandemic, but significant strides were made in technological advancements. The implementation of the CourtMAP online scheduling and case management system and the State of Florida Interactive Access (SOFIA) system made the court process more accessible for parties and more efficient for judges and court staff too.

In 2021, the Honorable Samantha Ruiz Cohen assumed the role of Administrative Judge of the Family Division and assembled a court advisory team. This team, in collaboration with NCSC, re-engaged in efforts to:

- **reduce judicial caseloads significantly**
- **facilitate professional development for case managers**
- **introduce structured court case management**
- **expedite resolution times**
- **enhance case preparation opportunities**
- **boost overall stakeholder satisfaction.**

The team resolved that for maximum effectiveness in working with families, cases must be assessed at the earliest possible time to match parties and cases with the judicial action, resources and services that are most appropriate for the family. After working through case characteristics and process maps, the team decided to focus on the creation of the [11th Judicial Circuit Family Division Case Management Manual](#) to support the revamped processes designed to identify party needs sooner. This manual contemplates automation of triage processes as functionality is developed and as appropriate for the parties. A fundamental component of this new process was the identification of specific case characteristics that mark a case as eligible for the Streamlined process. This exercise

involved a comprehensive analysis of various case types and their progression through the judicial system. This approach emphasized the potential to streamline cases and the opportunity for courts to take proactive steps to achieve this objective.

NCSC also assisted in recommending various reports to assist case management, such as the one to identify Streamlined cases. This transformative tool offers a method to identify cases ripe for immediate review, enabling case managers to fast-track cases ready for dissolution in front of a judge, thereby expediting the judicial process. The Streamlined Report improved how cases are reviewed, leveraging data to expedite the judicial process where possible.

The new processes went live mid-February 2023. A few months after implementation, NCSC interviewed staff and judges and reviewed preliminary data as an initial look at how the new model was performing. Early data indicates a positive trend towards efficiency and satisfaction, highlighting the effectiveness of a strategic and organized approach to case management:

- **Case managers and judges have expressed positive feedback, particularly regarding the preparation of cases for judicial review and the ability to focus more on complex cases.**
- **The Streamlined Report has been instrumental in expediting Uncontested (UCD) cases, reducing case backlogs.**
- **Proactive scheduling by case managers has led to shorter session lengths, with sessions now averaging fewer cases.**
- **These practices have also improved case progression, with measures such as Order to File and Order to Mediation facilitating timely scheduling after cases are docketed. This has allowed judges to focus more on specific case needs, leading to increased efficiency.**

It is expected that as the model matures and expands, it will show greater improvements in the handling of cases. NCSC assisted the court with developing reports that will allow effective performance measurement and management to provide real-time insights to how cases are progressing.

Future opportunities for improvement have been identified in three main categories: Technology, Communication, and Expansion.

- **Technological advancements** include refining new case management reports, streamlining the registration process on SOFIA, and expanding access to CourtMAP to the Clerk's Office.
- In terms of **communication and collaboration**, initiatives include fostering broader understanding and implementation of the Case Management Manual, enhancing communication and training, and devising a uniform training plan.

- **Expansion of the model** involves creation of idea-sharing groups to prioritize next steps, to maximize the potential benefit of this approach. Next steps could include expediting services as parties are seen by the Self-Help Program, collaboration with FL-AFCC, and presentation on the model to other counties.

In conclusion, this report presents a detailed account of the tremendous strides made by the Family Division of the Eleventh Judicial Circuit in Florida towards streamlining case management. The results are encouraging, and the Division's innovative approach serves as a valuable model for other jurisdictions dealing with similar challenges in case management. The Family Division, through their ongoing efforts in innovation and automation, is not only improving its own processes but also contributing to setting new benchmarks in court administration nationally.

Introduction

This report encapsulates a two-year collaboration designed to enhance Case Management in the Family Division of the Eleventh Judicial Circuit in Florida. The Civil Division had blazed a path in using a triage and pathways approach, closing more cases, and reducing time to disposition. By relieving the judges of some administrative burdens and allowing more time for essential, case-related tasks, triage improved satisfaction among judges and parties in civil cases.

Seeking to build upon the Civil Division's success, the Family Division decided to demonstrate implementation of the *Family Justice Principles* and *Model Pathways* in 2018. The objective of the *Principles*¹ is to ensure that families receive the appropriate services they need, guiding their cases towards a just resolution, while simultaneously maximizing the utilization of judicial resources. The *Model Pathways*² encompass the actions a court undertakes to monitor and control the progression of cases. Based on the *Principles* and *Model Pathways*, the Family Division developed a triage process. Though the triage process was suspended at the onset of the pandemic, the Family Division continued to implement technological advancements such as the CourtMAP online case management system and the State of Florida Interactive Access (SOFIA) system. These tools made the court process more accessible to the public and more efficient for the court staff.

In 2021, the Honorable Samantha Ruiz Cohen was appointed Administrative Judge of the Family Division ("The Court"). Cognizant of the case management challenges facing her colleagues, she convened a court advisory team ("Court Team"), including many of those who were involved in the Civil Justice effort, to consider how the family caseload might be streamlined. In collaboration with NCSC and utilizing the *Family Justice Principles* and *Model Pathways*, the Court Team developed process maps, case characteristics and new procedures that would facilitate the early identification of Streamlined cases as well as cases requiring immediate review or court action. In doing so, the model aims to support the 11th Circuit's Court-wide commitment to the effective handling of cases.

The Court Team and NCSC agreed that the key objectives of the model are to:

- Significantly reduce judicial caseloads;
- Enable case managers through effective training and professional development.
- Introduce structured, supportive court case management;

¹ Hamblin, L., Hannaford-Agor, P. (2019) Civil Justice Initiative: Evaluation of the Civil Justice Initiative Pilot Project Implemented by the Eleventh Judicial Circuit of Florida. National Center for State Courts.

https://www.ncsc.org/_data/assets/pdf_file/0013/26230/cjipp-final-evaluation-report.pdf

² Family Justice Initiative. (2019). A Model Process for Family Justice Initiative Pathways. National Center for State Courts. https://www.ncsc.org/_data/assets/pdf_file/0016/19114/family_justice_initiative_pathways_final.pdf

- Accelerate the time to resolution
- Enhance opportunities for deliberate case preparation, including brief review, docket status examination, and order preparation; and,
- Boost satisfaction and decrease stress for all stakeholders - litigants, attorneys, judges, and staff - through improved case management practices, clearly defined expectations, and empowered decision-making.

These elements will be measured over time to ascertain the continuing impact of utilizing case management practices. The purpose of this report is to present an initial examination of the revamped processes and to discuss the preliminary outcomes. While implementing changes to the processing of cases takes time, early indications of the model's effectiveness are promising:

- On-site interviews have yielded positive feedback, with Case Managers finding the process helpful in preparing cases for judicial review;
- Judges have indicated that the system effectively presents them with cases ready for their review and signature, offering the ability to spend more time on other aspects of case management, like presiding over complex cases and issuing orders; and,
- The initial review of data is optimistic, suggesting a positive trend.

Thus far, the changes implemented to improve Family Case Management have proved to be efficient and user-friendly, offering potential for long-term benefits. This report depicts the culture of case management in the Family Division, shows how the new practices are improving the handling of cases, and presents ideas for the continued expansion of this innovative effort.

Triage and Pathways in the Civil Context

The effort to triage cases in the Family Division was largely motivated by the success of the Civil Justice Initiative Pilot Project. As described in the *Civil Justice Initiative Pilot Project (CJIPP) Evaluation for Eleventh Judicial Circuit Court of Florida (Miami-Dade) (2019)*, implementing Civil Case Management Teams (CCMTs) to support four judges in the Circuit's Civil Divisions resulted in significantly higher case closure rates and reductions in time-to-disposition compared to cases assigned to judges operating with preexisting case management practices.

Most attorneys for CJIPP cases agreed that the program improved civil case management, and CJIPP judges reported that the program removed some of the administrative burden of case management, providing more time to gather information about cases, review case details before hearings or deciding motions, and to address other case or legal-related

tasks.³ Since then, the Civil Division has implemented case management orders with specific deadlines across the entire division. Furthermore, they have successfully integrated various business processes into their technology system, including the automated generation of case management orders with required deadlines for each case. Moreover, they have automated the identification and scheduling of cases without activity for ten months or longer.

Triage and Pathways in the Family Context

In family law cases, triage refers to the process of assessing the urgency and severity of a case to determine the appropriate course of action. It helps prioritize cases based on their immediate needs and ensures that resources are allocated efficiently.

The Cady Initiative for Family Justice Reform suggests that courts should "aggressively triage cases at the earliest opportunity." Doing so helps determine the most suitable "pathway," a strategy aimed at providing families the necessary services and case management for swift and efficient resolution of their case. This approach has been endorsed by both the Conference of Chief Justices and the Conference of State Court Administrators.

Family Triage varies by jurisdiction based on the staffing, resources and legal frameworks in place, such as statutory waiting periods or expedited processes. While these differences impact how triage is realized, these components are typical in triage processes:

1. **Initial assessment:** When a family law case is brought to the attention of the court or a legal aid organization, an initial assessment is conducted. This may involve gathering basic information about the case, such as the nature of the legal issue, any safety concerns, and the parties involved.
2. **Identification of urgent cases:** Triage aims to identify cases that require immediate attention due to their urgent nature. This includes situations involving domestic violence, child abuse, imminent danger, or emergency custody matters. These cases are typically given higher priority due to the potential risk to the individuals involved.
3. **Gathering relevant information:** Triage personnel or legal professionals will collect additional details about the case to better understand the situation. This may involve interviewing the parties involved, reviewing relevant documents or evidence, and conducting assessments to assess the severity and urgency of the matter.

³ Hamblin, L., Hannaford-Agor, P. (2019) Civil Justice Initiative: Evaluation of the Civil Justice Initiative Pilot Project Implemented by the Eleventh Judicial Circuit of Florida. National Center for State Courts.
https://www.ncsc.org/_data/assets/pdf_file/0013/26230/cjipp-final-evaluation-report.pdf

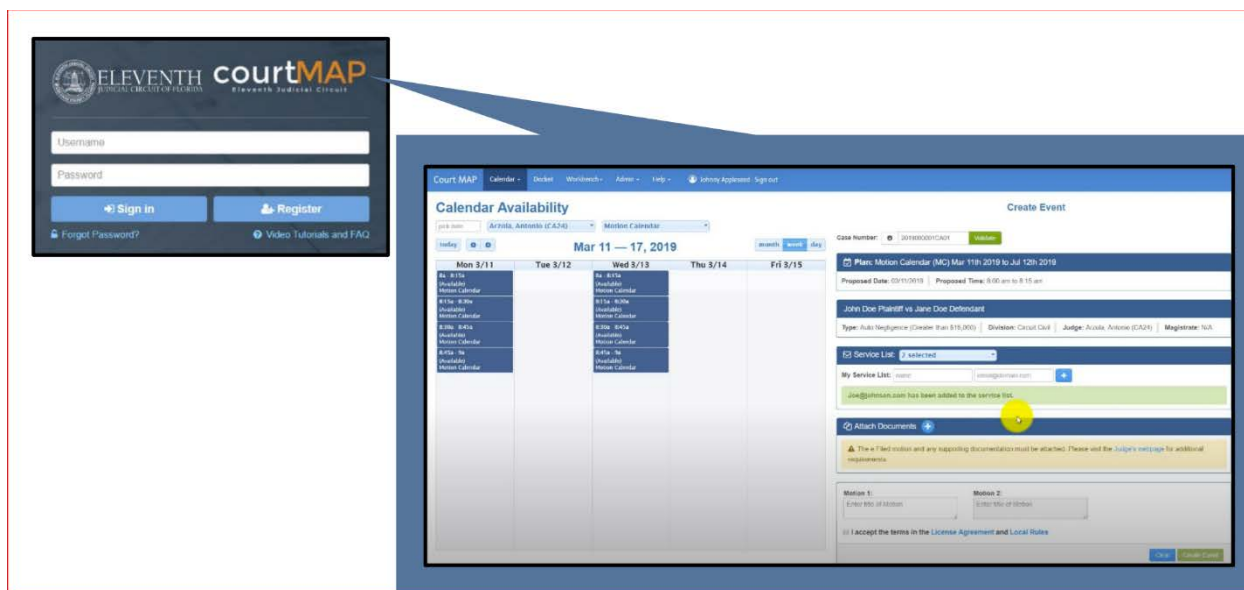
4. **Assessing risks and safety concerns:** A critical aspect of triage in family law cases is evaluating the risks and safety concerns associated with the situation. This includes considering factors such as physical or emotional harm to individuals involved, the presence of domestic violence, substance abuse issues, or any threats to the well-being of children or vulnerable parties.
5. **Assessing case complexity:** Triage can also identify those cases requiring very few judicial resources. Simple family law cases, such as those involving no risk/safety concerns, assets, debts, children, or areas of disagreement, present opportunities to streamline court procedure and serve individuals who desire an efficient and quick turnaround. This kind of process simplification benefits the court user and the system as a whole.
6. **Determining appropriate interventions:** Based on the information gathered during the triage process, a decision is made regarding the appropriate intervention or action required in each case. This could involve various options, such as providing immediate safety measures, referring the case to specialized services or programs, recommending mediation or counseling, initiating legal proceedings, and determining how intensively a case is managed by the judge or court.
7. **Prioritizing resources:** Triage helps allocate limited resources, such as legal aid services, court time, judicial supervision and social support programs, to the cases that require them the most. Prioritizing urgent cases ensures that those in immediate need receive timely assistance.
8. **Regular reassessment:** Triage is an ongoing process, and cases may be reassessed periodically to account for changes in circumstances or new information that may affect the urgency or priority of a case. This ensures that resources remain appropriately allocated as the situation evolves. It is not uncommon for a case to change “pathway” based on changed circumstances or new facts.

2020 Triage/Pathways in the Family Division

With a diverse population of 2.76 million residents, Miami-Dade County, Florida, relies on the Family Court Division of the 11th Judicial Circuit to adjudicate its Domestic Relations cases. The Family Division manages a case load that averages 32,305 Domestic Relations filings per year which encompasses a wide spectrum of family matters from dissolution of marriage to paternity/parentage and adoptions.

The 11th Circuit has earned a national reputation for innovation in managing family cases. This recognition, along with the success of the Civil Justice effort, prompted the selection of the 11th Circuit as one of four Family Justice demonstration sites in 2018. Innovations include an expedited dissolution process, a robust suite of problem-solving tools for family cases such as an in-house mediation unit, a comprehensive Family Court Services Unit, and a multilingual Self-Help Program that delivers high-quality legal information to parties.

Despite the challenges of COVID-19, the Family Division was nimble in its response, leveraging technological innovation to ensure continued court operations. The court capitalized on the Case Management and Access Platform (court Map), which was designed and developed by CITES in 2019, leveraging the technology infrastructure from Broward's Court Management System. Through the platform, parties can self-schedule case events such as hearings, trials, and case management conferences. Judges have access to a dashboard that provides an overview of their pending caseload, upcoming court events, and pending requests. They can review and manage court event requests, proposed orders, access the electronic court file, and communicate with parties.



Furthermore, in 2020, Miami-Dade adopted the State of Florida Interactive Access (SOFIA) system.⁴ This innovative system enables court users to fill out court documents through a user-friendly interface that presents questions in plain language. Upon completion, the documents are forwarded to paralegals in the Self-Help Program for review, further streamlining the process and facilitating party engagement.⁵

⁴ Miami-Dade Courts were able to access this software through collaboration with Duval County Courts at the 4th Judicial Circuit, where a version of the app was already in use. More information on SOFIA can be found at <https://www.jud11.flcourts.org/Court-Announcements/ArtMID/584/ArticleID/4386/SOFIA-State-of-Florida-Interactive-Access-Pilot-Project-Makes-Family-Court-Self-Help-Easier-for-the-Public> or <https://www.jud11.flcourts.org/coronavirus>

⁵ Family Justice Initiative. (2020). Demonstration Site Report: Miami-Dade County. National Center for State Courts. https://www.ncsc.org/_data/assets/pdf_file/0024/54087/Miami-Demonstration-Site-Report.pdf



ELEVENTH JUDICIAL CIRCUIT

SOFIA

One of the key elements stated in the Mission and Vision statement of the Florida Courts is **"To be accessible, the Florida justice system will be convenient, understandable, timely, and affordable to everyone."**

SOFIA (State Of Florida Interactive Access) was created to allow you to complete court documents using easy to follow interviews that contain plain language questions.

[NEW USER SIGN UP](#)

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Eleventh Judicial Circuit of Florida

ACCESS TO JUSTICE

This is a self-help program if you are trying to file documents with the court.

Graphic courtesy of Eleventh Judicial Circuit of Florida

Creation of the Case Management Manual

The Process of Creating the Manual

The Family Case Management Manual (Manual) was developed using the Civil Division's Case Management Manual as a template. This ensures that as Judges and staff move between civil and family divisions, the structure and format of the Manual is familiar and readily understood. This also allowed the development of the manual to proceed very deliberately, adapting sections which were similar, eliminating those that were not applicable, and providing structure to new sections as they were written.

The adaptation of the Civil Manual for family law was an iterative and collaborative process, with expert court staff working with NCSC staff to review each section, determine applicability to family law, noting the differences and identifying topics that were substantively different. Following each meeting NCSC staff would draft revisions for review at the following meeting. The applicable forms were identified and catalogued for inclusion in the Appendix, and in a few instances modified. Finally, screen shots from the

Odyssey Case Management system were added, where appropriate, once procedures were finalized in the Manual.

The Purpose and Scope of the Manual

The Manual⁶ is intended to formalize the Court's approach to Family Case Management through the consistent application of practices across participating Family Court Divisions.

As stated in the Manual:

"Family Case Management refers to the entire set of actions that a court takes to monitor and control the progress of cases, from initiation through post-disposition work, to ensure that families receive the services they need as they progress to a fair and just resolution of their case and to make the best and highest use of limited judicial resources.

For maximum effectiveness in working with families, cases must be assessed at the earliest possible time to match parties and cases with the judicial action, resources and services that are most appropriate for the family."

Recognizing the overarching objective of achieving effective Family Case Management, the Family Division has implemented a range of targeted practices. First, the court provides structured and supported management of cases, streamlining the process and ensuring each case receives the attention it needs. This approach also aids in reducing the time to disposition and lessening judicial caseloads, thereby increasing efficiency and freeing up resources.

Simultaneously, structured management affords opportunities for more targeted case preparation. This includes comprehensive reading of briefs, thorough review of the status docket, and meticulous preparation of orders, ensuring that all aspects of a case are thoroughly examined and considered.

Furthermore, the court also strives to improve satisfaction and reduce stress for all parties involved. This is achieved through better process management, setting clear expectations, and empowering decision-making. By providing this structure and clarity, litigants, attorneys, judges, and staff can navigate the process with greater confidence and less stress.

Finally, the Court has committed to providing staff development and training to case managers. Training equips case managers with the knowledge and skills they need to handle cases effectively and efficiently, further supporting the goal of effective Family Case Management.

⁶ Eleventh Judicial Circuit Miami Dade County. (2023). Family Case Management Manual.
<https://nationalcenterforstatecourts.box.com/s/be99dtarrhomuwj7reioqhphdtd7vvi8>

The Manual addresses the implementation of the Streamlined Track. The Manual will subsequently be updated to include a triage process at the time a response is filed to identify and act on cases which qualify for the yet to be defined Tailored Services and Judicial/Specialized Tracks. It is expected that some functions that are currently performed manually will convert to automated processes. Specifically, the long-term goal is to automate most, if not all, of the triage process.

The Streamlined Case Track consists of three different groups of cases:

- Cases that are resolved through the Uncontested Dockets (UCD);
- Cases that are resolved by default or dismissal; and,
- Cases that are triaged for a Streamlined resolution at the time that a response and/or early settlement agreements are filed.

The initial four sections of the Manual set forth case management expectations for Case Managers and the judges they support. It explains the newly implemented streamlined procedures, offering a detailed walk-through of the operational changes. "Expected Results" sets clear benchmarks for performance. Finally, a "Roles" section delineates the responsibilities of all court players in this new way of managing family cases.

In the Manual, the sections on the "Initial Implementation Scope" and "Roles" warrant highlighting. The adoption and rollout of the Manual constitute a meaningful transformation in both the cultural and operational aspects of the participating divisions. It is critical to inform judges and staff from the outset that the new processes represent the initial phase of a more extensive endeavor to incorporate a triage and pathways approach. This helps establish a roadmap for practices that can gradually be augmented by automation, freeing Case Managers and judges to dedicate themselves to other case management, like working with contentious, complex, time-sensitive matters or cases involving domestic violence or risk.

With the kick-off of any new initiative, participants are naturally curious about how it will impact their roles and interactions with others in the process. Setting clear role definitions from the beginning can alleviate anxiety and potential misunderstandings among staff with diverse responsibilities, fostering harmonious collaboration and efficiency.

The three main substantive sections (with sub-sections) of the Manual follow:

1. Intake Post 30 Days

In this section, cases are identified which meet the criteria for the streamlined track. The bulk of cases assigned to the streamlined track are "Simplified" dissolutions that have been shepherded through the system by the Self-Help Program. For cases in which both parties are self-represented, a judgment is prepared, and the case is set for entry of judgment on the appropriate "Case Manager Review Docket." In cases where one or both parties are

represented, the case is set on the appropriate Uncontested Docket. Cases which are not ready for entry of judgment proceed to the next section.

2. Tracking Service of Process Compliance Post 30-120 days

In this section, a list of cases is generated which are reviewed to confirm Service has been completed, and if not, to direct the party or parties to complete service. Because Service is one of the most commonly misunderstood processes by self-represented litigants, this section is critical to either move the case to judgment or dismissal for lack of service.

3. Monitoring Responses Post 180 days

In this section, a list of cases where a response has been filed (see the Manual for a complete list of the types of responses) is reviewed. For each type of response, the manual provides one or more options for proceeding based on whether legal criteria for moving to judgment (often by default) have been met. If criteria for judgment have been met, the case is set on the appropriate docket. If criteria for entry of judgment have not been met, an Order is issued directing the correction of the deficiency setting a firm date for compliance (which will appear on a subsequent tickler report for compliance review).

The manual concludes with a final section on Caseload Status and Program Success which lists these measurements:

- Age of pending caseload – overall and by track
- Time to disposition – overall and by track
- Clearance rates
- Duration by representation status (lawyer vs. self-represented) at time of Disposition
- Time standard compliance

Finally, the section provides for continuous monitoring of data quality and accuracy, particular with open/close and date of closing.

The Appendices contain all of the forms referenced in the Manual, the report logic used for each list and tickler report and finally, a checklist for final judgment readiness by case type.

Monitoring

Initially, the process began with case management of Streamlined cases resolved through the Uncontested Docket (UCD), default/dismissal, or cases triaged for a streamlined resolution when a response or early settlement agreements are filed. The long-term goal is to automate many triage processes. Therefore, roles and specific job duties are expected

to evolve over time. The testing of 11th Circuit Family Case Management and Triage Project went live as of February 15, 2023. Using the automated reports described above, Case Managers began uploading proposed orders to CourtMAP. These orders include Orders to File, Orders Directing Service of Process, and Orders of Referral to Mediation, and proposed Final Judgments.

While this is a court that reflects conscientious case management (dashboard, CourtMAP, SOFIA, Case Managers, Case Management Calendars), it is also enormous and short-staffed.

Data and Findings

Overview of Anecdotal Feedback from Case Managers and Judges

The perspectives of judges, case managers, and the Self-Help Program are central in refining practices in a court that is already attuned to case management. Insights were obtained through interviews with participating case managers, judges, the Assistant Director of the Self-Help Program and a representative of the General Counsel's Office. These individuals have actively participated on the Advisory Committee since project inception. These interviews shed light on the complexity of managing a large, intense caseload in the 11th Circuit Family Division and the diverse approaches employed to navigate these challenges. Early results from the method trials also emerged from these conversations. Interpreted alongside preliminary data, these interviews suggest that the new model is performing admirably, with the promise of even greater enhancements and more technology-assisted processes as it matures. They also hint at future communication and training opportunities.

Implementing these innovative case management practices offers numerous benefits to judges dealing with complex family cases. These practices expedite progress in standard cases and initiate prompt, structured intervention in more complicated matters, thereby averting unnecessary escalations. The model used by the Family Division executes a thorough case assessment method, utilizing Self-Help services and Case Managers. It promptly discerns urgent cases and promotes precise information gathering, with an emphasis on those cases labeled as "Streamlined."

At the core of these new case management procedures are case managers, who drive progress in each case. They adeptly employ newly developed reports (see Appendix) to sort through extensive caseloads, effectively prioritizing case handling. They establish parameters for case progression, set consequences for inactivity, and communicate clearly with parties and their attorneys about what is expected of them. They monitor case developments, identifying crucial motions such as requests for extensions of time, and promptly upload Orders to Progress and Orders to File with definitive deadlines for judicial

review and signature. They ensure strict adherence to these deadlines. They assist the Court with preparing Orders to Dismiss for failure to comply with court orders. This system not only accommodates the distinct working styles of different judges, but also offers a flexible, structured approach to case management.

Equipped with these enhanced reports and processes, the Case Managers are at the forefront of the triage and pathways approach, embodying the court's commitment to prompt and efficient case resolution. Conversations with the Case Managers underscored their deep commitment to this critical role.

Existing Caseload Management and the Audit Process

A primary theme was managing high caseloads, highlighted by frequent references to "The Audit," a standardized report reflecting caseloads and case age, shared across the bench. The attention Judges, Case Managers, and SHP devote to this report reveals a system-wide appreciation for case management.

Judges reported being consistently overwhelmed by numerous cases. Unless a new filing was received, cases would often not come to their attention, requiring them to be "very hands-on" with case management. They use management calendars and comprehensive docket reviews to stay abreast of their caseloads. Frequently conducted Case Management Conferences (CMCs) are used for updates on services, guardian ad litem updates, and domestic violence cases. They carefully review incoming filings, often through real-time notifications, to triage emergencies swiftly, culling through their cancelled hearing times to attempt to set hearings within days.

Case Managers each work with two judges, dividing their time between the two judges and requiring that they are responsive to some variance in demand in managing two caseloads. The monthly Audit demands their meticulous attention. They respond to high volumes of domestic violence cases, set special hearings, and manage additional paperwork.

The new development has enabled Case Managers to depend less on manual tracking and population of Excel spreadsheets. They use Odyssey for checking case statuses and employ Excel to track backlogged cases, working through each case individually and revisiting the list regularly to stay updated. They create separate columns for cases with attorneys and those without, enabling them to spend significant time in cases where parties are not represented. While some of this close case management currently requires dual data entry, that will be rectified by the creation of the new reports that are planned for development.

Family Court Self Help Program (SHP) is also a vital contributor to case management. The SHP office manages an average of 88,500 customers per year. The Family Court Self Help Program (SHP) originated in 1994 through a coalition between the Eleventh Judicial Circuit and the Dade County Bar Association's Legal Aid Society in response to a need to increase

access to the court for self-represented litigants (SRLs) involved in family court matters. The Program's mission is to provide specialized service to SRLs involved in the family court process by providing the proper forms and instructions to streamline their case, reduce confusion and eliminate delays. SHP facilitates the progress of SRLs through the Family Court Division with assistance in preparing documents for initial case filing and providing procedural information as to the path their case will take from filing to final disposition.

As the first point of contact for most clients, SHP is uniquely potentiated to identify and address issues early. This early engagement allows them to address and respond to problems proactively. SHP ensures that all necessary affidavits are signed when a case is ready for final judgment, which they estimate can be Streamlined in 60-70% of situations.

Managing the high caseload of the Family Division requires exceptional tenacity and effort. To provide just one example of the effort required: one judge was able to reduce a pending caseload of 950 by more than half. Employing a traditional approach, the judge started reviewing cases from oldest to youngest and issued orders to progress cases that were more than three years old, dismissing cases without service. The judge embraced the introduction of CourtMAP, which allows for efficient case tracking and management, and the e-mail notification system which provides real-time updates on actions taken in individual cases around the clock. It required exceptional effort, but applying these methods together, the pending caseload was brought down to around 400 pending cases. The judge reported that this has created more time to devote closer attention to more highly conflicted cases. The dedication to case management in the Family Division is commendable, and it is hoped that expansion of some of the practices set forth in this report can further assist this hard-working court.

How are the tested practices working?

Even after only a few months, the new practices, particularly the Streamlined Report, are showing an impact on case processing times within the Family Division. The Streamlined Report provides a faster and more efficient method for closing out Uncontested (UCD) cases. In the past, an enormous amount of time was spent trawling through backlogs to identify and set cases. Now, the Report facilitates faster and more efficient case progression. This efficiency is evident in a reduction of cases that are a year old or younger.

One judge indicated that the new practices may impact the length of sessions. Case Managers have full access to the judges' UCD calendar. For Case Management Conferences (CMCs), they reach out to judges' staff to schedule. Case Managers are aggressively going through the Audits and scheduling to the UCD calendars. This preparation work may result in reduced length of sessions. One judge reported that previously, a session of Case Management Conferences might have involved 20 cases, but now, thanks to the pre-work done by the CMs, sessions average 15 cases.

The changes have led to cases progressing more efficiently. Judges have been actively moving cases forward, implementing measures like Order to File and Order to Mediation, along with the processing of special affidavits, financial documents, and parenting classes.

With the implementation of these procedures, there has been a significant shift towards more rapid scheduling. The result is that soon after cases are docketed, they are promptly scheduled. This has reduced the duration that cases stay idle, thus ensuring a more efficient use of resources.

One of the direct benefits of these changes is that they allow judges to focus more intently on each case's specific needs. For example, if there are outstanding motions in a case, these now get promptly scheduled for hearings. This approach not only ensures cases continue moving but also permits judges to pay more attention to other important aspects of case management, such as time-sensitive matters and ordering appropriate services.

In addition, the new practices provide greater clarity for all parties involved in a case. Judges are now better positioned to give clear instructions to parties, facilitating a move towards finality. This is particularly valuable in cases involving pro se litigants, who may lack the knowledge or resources to navigate the court system effectively.

The impact of these new practices is observable in the reduced numbers of cases one year or younger. However, judges are still pressed to schedule cases in a timely fashion and they have little time to write orders. The court has detected an increase in the number of case filings. Continual efforts to improve the system, including enhancing technological tools and providing additional support to judges, will be crucial to maintaining the case management gains described herein.

Opportunities exist in even more robust, technology-assisted case management processes to handle the caseload, including recent increases. Further, as with any new process, there are opportunities for additional training, communication and standardization of processes.

Analysis of the data and discussion of trends and patterns

A new approach implemented by the Court was the development and implementation of a game-changing tool - the Streamlined Report. This transformative tool offers a method to identify cases ripe for immediate review, enabling case managers to fast-track cases ready for dissolution, in front of a judge, thereby expediting the judicial process. The Streamlined Report improved how cases are reviewed, leveraging data to expedite the judicial process where possible.

A fundamental component of this new process was the identification of specific case characteristics that mark a case as eligible for the Streamlined process. This exercise involved a comprehensive analysis of various case types and their progression through the judicial system. This approach emphasized the potential to streamline cases and the opportunity for courts to take proactive steps to achieve this objective.

The process began with a detailed analysis of the following case types:

- Dissolution of Marriage
- Dissolution of Marriage with Children
- Paternity
- Name Change
- Other Petition

The Court reviewed case filing for each of these case types to identify unique case events that, when triggered, flag the case for potential expedited review. For example, in a Dissolution of Marriage case, the filing of an "Answer and Waiver" signified that the case is eligible for the Streamlined Process. Similarly, Dissolution of Marriage with Children cases become eligible upon the filing of case events such as "Mediation Agreement" or "Mediator's Report of Full Mediated Agreement." The below table outlines the complete list of case events per case type. The case classification has been instrumental in making the Streamlined Report a success, ensuring eligible cases are acted upon at the earliest opportunity.

Streamlined Eligibility Criteria	
Case Type	Case Event
Dissolution of Marriage	<ul style="list-style-type: none">• Answer and Waiver
Dissolution of Marriage with Children	<ul style="list-style-type: none">• Mediation Agreement• Mediated Settlement Agreement• Mediator's Report of Full Mediated Agreement• Order on Mediator's Report Full Agreement• Settlement Agreement
Paternity	<ul style="list-style-type: none">• Paternity Settlement Agreement
Name Change	<ul style="list-style-type: none">• Background Check Report
Other Petition	<ul style="list-style-type: none">• Consent and Waiver by Parent• Consent of Natural Mother

For all cases meeting the initial criteria, there is an exception in place for the safety and welfare of all parties involved. Even if a case meets the initial criteria, it would be excluded from the Streamlined process if a related domestic violence case exists. This ensures that all aspects of a case are taken into consideration before fast-tracking the process.

To measure the success of the Streamlined Report, NCSC analyzed the case data from each judicial section and divided these sections into two groups: Group A and Group B.⁷

- Group A consisted of the four participating judicial sections. They represented the group that implemented the new report.
- Group B was composed of eight judicial sections that did not participate in the implementation of the new report. By comparing the performance of these non-participating sections with that of Group A, NCSC aimed to directly measure the impact of the new streamlined approach on case closure rates.

The main objective of this analysis was to compare the closure rates of eligible streamlined cases across the three groups.

Table A illustrates the closure rates of eligible streamlined cases for Groups A and B across different case types, including Dissolution of Marriage with Property and Debt, Dissolution of Marriage with Kids, Paternity, and Other Petition. Closure rate refers to the percentage of cases that have been resolved or closed out of all eligible cases.

⁷ Two judicial sections have independently implemented effective case management practices which differ from the Streamlined Pathway approach and were not included in Group B. Thus, they are excluded from Group B, the “control group” and are not included in the analysis.

Miami - Streamlined Data

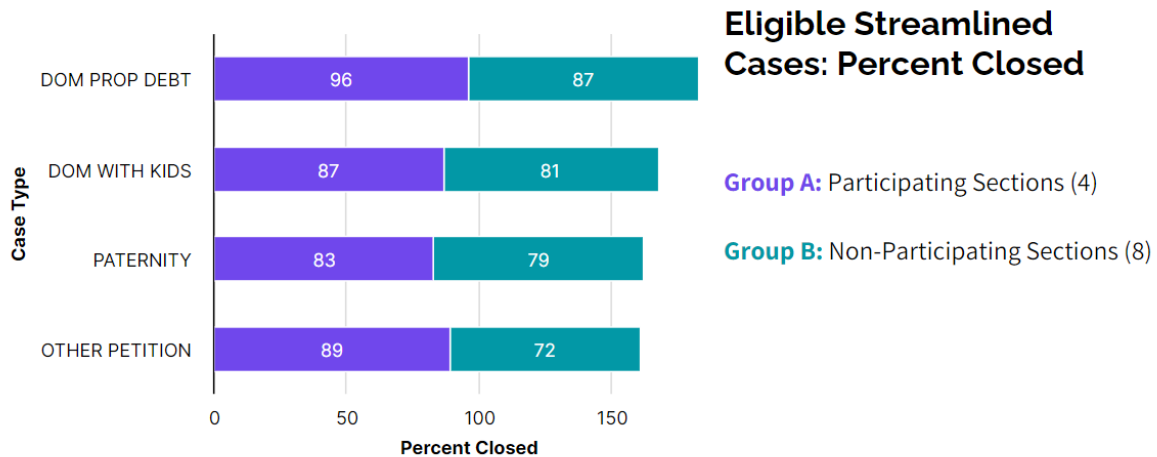


Table A. Eligible Streamlined Cases, Percent Closed

The data strongly supports the assertion that Group A's case closure rate is attributed to their active caseload management approach. When procedures are streamlined, resources are allocated more efficiently, and case progression is closely monitored, the result is an effective closure rate that stands out among other judicial sections as demonstrated in Table A.

There is a notable contrast between Group A and Group B in terms of their ability to close cases, with Group A showing higher closure rates across all case types. This trend is substantial evidence of the effectiveness of active caseload management and further accentuates the importance of operational efficiency and strategic oversight in managing caseloads.

- Dissolution of Marriage with Property and Debt: Group A's closure rate is 9% higher than Group B's rate of 87%.
- Dissolution of Marriage with Kids: Group A has a 6% higher closure rate when compared to Group B's closure rate of 81%
- Paternity: Group A shows an 83% closure rate, 4% higher than Group B's rate of 79%
- Other Petition: Group A outshines Group B by a large margin, with a closure rate of 89% compared to Group B's 72%. This 17% difference is the most substantial among all case types.

As part of the initial phase of the project Odyssey Time Standards were configured to assist judges and case managers in effectively monitoring cases and reducing administrative tasks. The Odyssey time standard feature, also referred to as a tickler, is a deadline or milestone that is added to a case to help gauge whether the case is moving through the court system efficiently. Each time standard has a specified target date for completion. When a target date is not met the time standard becomes overdue identifying potential case delays to a judge or case manager. Time Standards and target days can be configured per case type and for each case activity.

The objective of the project was to configure time standards for family case types that will be automatically added and closed when certain events occur. The NCSC team assisted in gathering the requirements such as docket/event codes and modification of business process. Court Information Technology Services (CITeS) was instrumental in this project. CITeS provides, develops, and maintains a secure and effective information technology and audio-visual infrastructure for court operations and public access within the 11th Circuit across multiple divisions. Despite the many demands on their time, CITeS took the NCSC requirements and configured reports in the Odyssey case management system.

The Time Standards configured align with procedures outlined in the Case Management Manual. Prior to the implementation of the Time Standards, the case managers would review cases individually through a daily case filings report, which included both pending open cases and newly filed cases. Given the substantial volume of cases filed in the Family Division, it was unfeasible for case managers to review the entire list within a single day. As a result, some cases would remain unaddressed, leading to delays in processing time until they are eventually reviewed. The introduction of Time Standards has significantly improved this process. It eliminates the need for case managers to sift through extensive lists of pending cases and instead allows them to concentrate on cases requiring court intervention. Furthermore, the Time Standards are easily accessible and can be monitored directly through the electronic case file.

To configure the Time Standards, the team reviewed the list of docketing codes used by the clerk of courts for each filing event. This enabled the team to identify the relevant "causing" and "closing" events associated with each tickler. A causing event activates the tickler and initiates the countdown. Conversely, a closing event is the filing that marks the end of the countdown, indicating that the tickler has been completed. For each time standard, the team set specific deadlines indicating the number of days within which a tickler should be completed.

Below is a list of all the time standards/tickers configured during the first phase:

Time Standard/Tickler	Causing Event	Closing Event	Deadline
Summons Pending	<ul style="list-style-type: none"> Petition 	<ul style="list-style-type: none"> Summons Issued Order Directing Service of Process Response Answer 	20 Days
Service Pending	<ul style="list-style-type: none"> Summons Issued Notice of Action - Publication 	<ul style="list-style-type: none"> Return of Service Proof of Publication Response Answer Motion for Extension of Time 	60 Days
Order Directing Service Compliance Eligible	<ul style="list-style-type: none"> Order Directing Service of Process 	<ul style="list-style-type: none"> Return of Service Proof of Publication Response Answer Motion for Extension of Time 	120 Days
Response Pending	<ul style="list-style-type: none"> Return of Service Proof of Publication 	<ul style="list-style-type: none"> Response Answer Motion for Extension of Time Motion to Dismiss Counter Petition 	20 Days
Default Eligibility	<ul style="list-style-type: none"> Motion for Judicial Default Motion for Clerk's Default 	<ul style="list-style-type: none"> Order of Default Default 	30 Days
Final Hearing Eligibility	<ul style="list-style-type: none"> Order of Default Default 	<ul style="list-style-type: none"> Final Hearing Set Uncontested Hearing Set 	20 Days
Pending Motion for Extension of Time	<ul style="list-style-type: none"> Motion for Extension of Time 	<ul style="list-style-type: none"> Order Granting Motion for Extension of Time 	30 Days

During implementation, the case managers review that the Time Standards are configured accurately. During their review, the following issues regarding system configuration and docket codes were reported:

- Corrections in configuration of the Time Standards
- Request for a new docket codes
- Identification and implementation of additional docket codes

This highlights the importance of regularly reviewing and updating data and reports for accuracy. The case managers played a crucial role in promptly identifying these issues during the initial stages of implementation. Incorporating their insights and experiences has contributed to the overall success of this project.

Therefore, during this preliminary review we analyzed the data for two Time Standards configured: Pending Service and Final Hearing. These Time Standards were reported by the Team to be the most accurate and complete for data analysis.

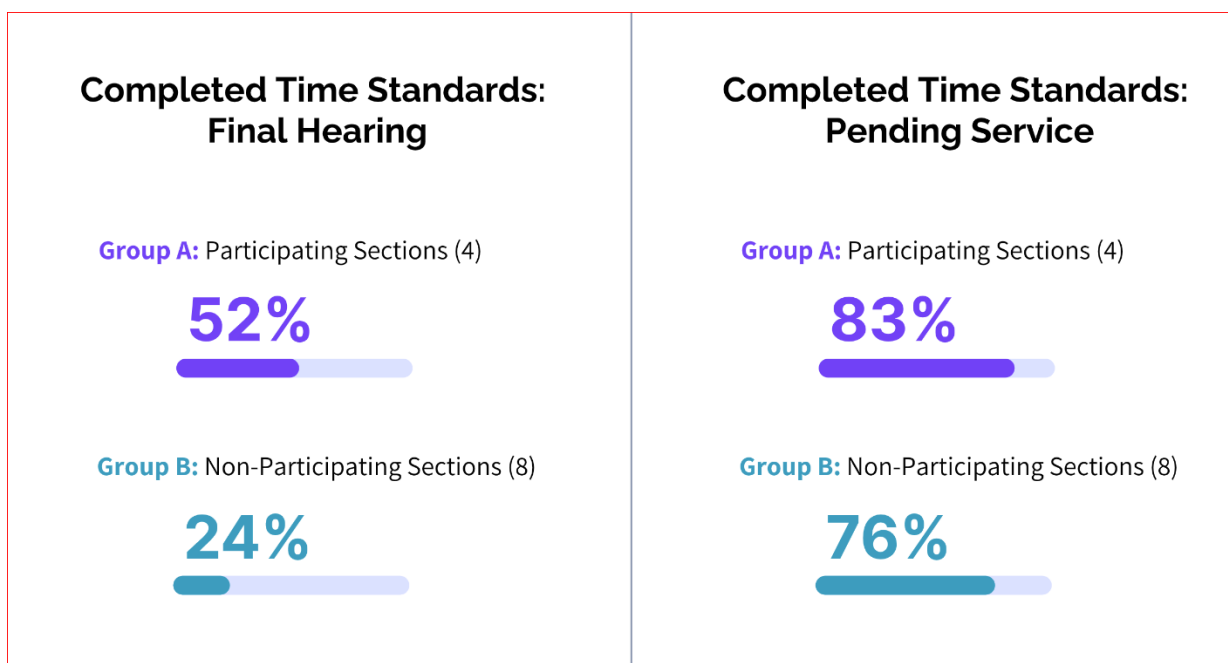


Table B and Table C. Completed Time Standards.

Table B and Table C demonstrate the effective use of Odyssey Time Standards in completing cases pending final hearing and pending service. Group A's higher completion rate in time standards across both Final Hearing and Pending Service categories is not an accidental success, but the result of deliberate, active caseflow management. Group A's

adoption of active caseload management leads to an organized, strategic approach to managing cases. This approach ensures that cases do not fall into inactivity and guarantees an optimal use of resources. It promotes a high degree of awareness of each case's status, allowing for proactive measures when the process begins to slow down. As a result, it increases the completion rates, which is reflected in the data.

The difference is most pronounced in the category of Final Hearing, where Group A significantly outperforms Group B. Group A successfully meets the completion time standards for Final Hearings 52% of the time, while Group B only achieves a 24% completion rate. This suggests a substantial 28% difference in performance, with Group A exceeding Group B's success rate by more than double.

In terms of completed time standards pending service, Group A's success rate is 83%, while Group B lags somewhat behind with a 76% completion rate. Though the gap in this category is smaller - at 7% - it nevertheless corroborates the wider pattern that Group A consistently meets completion time standards at a higher rate than Group B.

The implementation of Odyssey Time Standards substituted the manual tracking of case activity by configuring Odyssey to the business process outlined in the case management manual. Thus, providing the capability to leverage resources to focus on more complex case management tasks. The Odyssey Time Standards provided a tool to effectively communicate case status and history to judges and court staff reducing the risk of duplicative effort and the additional investment of staff time. Furthermore, the case management system generates reports detailing the overdue Time Standards. These reports eliminate the need to review the entire case file to identify required actions and the process of manually calculating deadlines.

Next Steps

Judges and Case Managers are optimistic about the transformative power of these practices. Judges are looking forward to being more proactive in case management as their numbers go down. Case Managers believe that with more efficient case management systems, they will be able to tackle backlogs effectively. To build upon the Court's incredible capacity in case management, use of technology and services to families, NCSC recommends consideration of opportunities in Technology, Communication, and Expansion.

Technological Opportunities

Miami is a court that has made exceptional use of technology, as shown above. Just like their colleagues in the Civil Division, the Family Division Judges seek to optimize technology in managing their caseloads. Miami has unique capacity to leverage technology to continue to streamline the handling of cases, improve case processing times, and ensure a smoother experience for all parties involved.

- **Refinement of New Case Management Reports:** NCSC acknowledges the remarkable contributions made by CITES in maximizing court technology in Miami. Despite many competing demands, they created the reports referenced throughout which provide valuable insights into case progression, helping to identify backlogged cases, and aiding judges and case managers in managing family cases effectively now and moving forward. With enhanced reporting from CITES, Case Managers can avoid duplicated work, enabling them to focus more on supporting judges and interfacing with attorneys.
- **Streamlining Registration on SOFIA:** SOFIA is an amazing tool and has incredible potential to assist the volume of unrepresented parties coming before the court. Despite providing instructions in English, Spanish, and Creole, many parties struggle with the registration process. Parties must create a portal account and upload at least one document. The SHP is considering implementing a kiosk to assist with registration but acknowledges that many will still need help. Streamlining the portal registration process for self-help parties can significantly enhance case-related communication and improve the overall user experience. This would be particularly beneficial for self-represented litigants who often find navigating the legal system challenging.

Communication and Collaboration: Keys to Progress

The Family Division, as detailed above, has a perceptible dedication to moving cases forward. Between the judges, the Self-Help Program, Family Services and the Case Managers, this is a court that works as a team. Judges show real appreciation for their Case Managers.

There are some individual practices and some opportunities for increased collaboration and communication that could significantly strengthen this effort.

- **Communicate the Purpose of the Case Management Manual:** The Case Management Manual sets a new standard in the field. It outlines standardized processes and fosters consistency. To maximize its effectiveness, a concerted effort is required to ensure all judges understand the rationale for streamlining cases and the criteria used to generate reports.

- **Foster Wider Collaboration:** After learning about the Streamlined reports, other judges expressed interest in the new processes, showing a broader willingness to participate. This openness paves the way for increased collaboration and transformation in case management.
- **Uniform Training Plan for Expansion:** Expansion across the Division will necessitate a uniform training plan for Case Managers and others, tailored to their specific roles.

Expansion of the Model

- **Creation of Idea-sharing Groups:** To ensure an effective expansion of these systems to other courts, the Family Division is encouraged to create small groups of 4-5 members, beginning with the 6 judges with case management practices described in this report, to consider how these ideas can expand. These groups will serve as think tanks, allowing the exchange of ideas and refinement of the implementation strategies. The idea-sharing groups could begin by contemplating this report and its recommendations.
- **Potential strategies for expediting services, including case referrals to Family Court Services and notifying Case Management of 'red-flag' cases, have been identified.** There is a significant opportunity to expand the benefits of the current practices, including strategies identified by the SHP for expediting services.
- **Presentation at the Florida Judicial Conference:** Introducing these innovative case management processes at the Florida Judicial Conference could showcase the benefits of this approach, while gathering input from other professionals and judicial circuits.

Moving Forward

The collaborative spirit of the Miami Family Division demonstrates the potential for triage, automation, and teamwork in transforming case management. Through this effort, the 11th Circuit has continued to demonstrate its ability to set new benchmarks in court administration. As the Miami Family Division continues to improve case management through innovation and automation, they will improve upon their own case management, but also serve as a model to other courts across the country struggling with the same emotionally charged and heavy caseloads.

Appendices

Appendix A: Forms referenced in the Family Case Manual

Appendix B: Report logic used for each list and tickler report

Appendix C: Checklist for final judgment readiness by case type

APPENDIX A

Order Directing Service of Process

IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT
IN AND FOR MIAMI-DADE COUNTY, FLORIDA

CASE NO:

SECTION:

JUDGE:

Petitioner(s)

vs.

Respondent(s)

THIS CAUSE was reviewed by the Court for case management purposes. It affirmatively appears that Service of Process has not been perfected on one or more Respondent(s).

IT IS **ORDERED**, pursuant to Rule 12.070, Florida Family Law Rules of Procedure, that a Return of Perfected Service be filed, or an Affidavit setting forth GOOD CAUSE why service cannot be perfected, with the Clerk of the Court, a copy to Chambers, within one hundred twenty (120) days of the date of filing of the initial pleadings or twenty days (20) from the date of this Order, whichever is longer, or said Cause will be Dismissed, without prejudice, without further formal notice or hearing as to any Respondent not served.

THE SUMMONS shall be patterned after Florida Family Law form 12.910 (a), and shall specifically contain the following language:

WARNING: Rule 12.285, Florida Family Law Rules of Procedure, requires certain automatic disclosure of documents and information. Failure to comply can result in sanctions, including dismissal or striking of pleadings.

DONE and **ORDERED** in Chambers at Miami-Dade County, Florida on this _____.

CIRCUIT JUDGE

Order of Dismissal

IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT IN AND FOR MIAMI-DADE
COUNTY, FLORIDA

CASE NO:

SECTION:

JUDGE:

Petitioner(s)

vs.

Respondent(s)

_____/

ORDER OF DISMISSAL

THIS CAUSE came to be heard on **Month, Day, Year** on the **Court's** motion, and it is
appearing that the:

☐ Court lacks jurisdiction.

☐ Parties have reconciled.

☐ Cause is moot: ☐ Deceased party ☐ Parties are already divorced ☐ Other:

☐ Pleadings fail to state a cause of action.

☐ Respondent has not been served and 120 days has passed since the filing of this
petition and petitioner has not shown good cause why service has not been perfected.

☐ ☐ Petitioner ☐ Respondent ☐ Both parties failed to appear for the hearing
scheduled on

_____after being duly noticed;

☐ ☐ Petitioner ☐ Respondent ☐ Both parties failed to comply with a court order dated

It is therefore **ORDERED AND ADJUDGED** that this cause is hereby

DISMISSED ☐ with ☐ without prejudice.

DONE and **ORDERED** in Chambers at Miami-Dade County, Florida on this _____.

CIRCUIT JUDGE

Order to File

IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT

IN AND FOR MIAMI-DADE COUNTY, FLORIDA

CASE NO:

SECTION:

JUDGE:

Petitioner(s)

vs.

Respondent(s)

_____ /

ORDER TO FILE

THIS CAUSE having come for review before the undersigned Judge, and the Court after reviewing said cause, Orders the ☐ Petitioner/☐ Respondent to file the following:

- ☐ Motion and Order for Default
- ☐ Proof of Publication
- ☐ Non-Military Affidavit
- ☐ Return of Service
- ☐ Affidavit of Diligent Search (pursuant to Fla. Stat. §49.041 and in substantial conformity with Fla. Fam. L. R. P. Form 12.913(b))
- ☐ Affidavit of Diligent Search (pursuant to Fla. Stat. §49.041 and in substantial conformity with Fla. Fam. L. R. P. Form 12.913(c))
- ☐ Corrected Notice of Publication
- ☐ Financial Affidavits
- ☐ Uniform Child Custody Jurisdiction & Enforcement Act Affidavit
- ☐ Parenting Class Certificate of Completion
- ☐ www.myflfamilies.com/service-programs/child-welfare/stabilization/
- ☐ Child Support Guidelines Worksheet

- ☐ Notice of Related Cases
- ☐ FDLE Report/Background Check
- ☐ Copy of Florida Identification/Driver's License, FL Voter Registration Card, or Affidavit of Corroborating Witness
- ☐ Remote Uncontested Affidavit; see below (check your Judge's website for form: www.jud11.flcourts.org):
 - ☐ Special Affidavit for Remote Uncontested Dissolution of Marriage
www.jud11.flcourts.org/judges_forms/9002459223-AFFIDAVIT-%20Dissolution.pdf
 - ☐ Special Affidavit for Remote Final Judgment of Paternity
www.jud11.flcourts.org/judges_forms/9002459223-AFFIDAVIT-%20Paternity.pdf
 - ☐ Special Affidavit for Uncontested Name Change Without a Hearing
www.jud11.flcourts.org/judges_forms/9002459223-AFFIDAVIT%20-%20Name%20Change.pdf
 - ☐ Special Affidavit for Remote Uncontested Petition for Temporary Custody
www.jud11.flcourts.org/judges_forms/9002459223-AFFIDAVIT-%20Temporary%20Custody.pdf
- ☐ OTHER: _____

The above document(s) must be filed within FIFTEEN (15) days of the signing of this order, or on the date of your Final Hearing, whichever date is earlier. If said document(s) is/are not filed by the specified date, this Court will take other actions to progress this case which may include a dismissal.

DONE and **ORDERED** in Chambers at Miami-Dade County, Florida on this _____.

CIRCUIT JUDGE

Order to Progress

IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT IN AND FOR MIAMI-DADE
COUNTY, FLORIDA

CASE NO:

SECTION:

JUDGE:

Petitioner(s)

vs.

Respondent(s)

_____ /

ORDER TO PROGRESS CASE

THIS CAUSE was reviewed by the Court for case management purposes. Review of the docket display and court file indicates that there appears to have been no action by any party to the cause nor have any pleading or orders of the Court been filed in said cause for a sufficient period to indicate that the parties are desirous of further prosecuting this cause. Upon consideration of the foregoing it is,

ORDERED AND ADJUDGED as follows:

Petitioner has the obligation of actively progressing the resolution of this cause. Petitioner must perform some affirmative action (e.g. notice the case for trial or other pleading) within thirty (30) days of the date of this Order. If petitioner fails to comply with this paragraph, this cause may be dismissed for lack of prosecution.

DONE and **ORDERED** in Chambers at Miami-Dade County, Florida on this ____.

CIRCUIT JUDGE

Order of Default

IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT IN AND FOR MIAMI-DADE
COUNTY, FLORIDA

CASE NO:
SECTION:
JUDGE:

Petitioner(s)

vs.

Respondent(s)

_____/

ORDER OF DEFAULT

IT APPEARING from the Court's review of this file that service was proper and no answer or motion having been filed, the Court sua sponte enters an Order of Default and sets this matter for final hearing on its uncontested calendar.

DONE and **ORDERED** in Chambers at Miami-Dade County, Florida on this_____.

CIRCUIT JUDGE

Order to Schedule Final Hearing

IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT

IN AND FOR MIAMI-DADE COUNTY, FLORIDA

CASE NO:

SECTION:

JUDGE:

Petitioner(s)

vs.

Respondent(s)

ORDER TO SCHEDULE FINAL HEARING

THIS CAUSE was reviewed by the Court for case management purposes. Review of the docket display and court file indicates that the case has been resolved and is ready for a final hearing. Upon consideration of the foregoing it is,

ORDERED AND ADJUDGED that the case shall be scheduled for a final uncontested hearing within 20 days. If Petitioner fails to comply with this Order, or file written notice requesting an extension of time to schedule, this cause shall be dismissed.

DONE and **ORDERED** in Chambers at Miami-Dade County, Florida on this_____.

CIRCUIT JUDGE

APPENDIX B

Report Name:	Streamlined Track Assignment (Daily Case Report)																		
Data Fields	Criteria																		
<ul style="list-style-type: none"> Case Number Case Style Filed Date Case Type Judicial Section Related Case (Y/N) Pathway Assignment Next Hearing Date/Hearing Type Attorney (Y/N) 	<ul style="list-style-type: none"> Case Type + Case Event Requirement (One of the listed case events is required) <ul style="list-style-type: none"> SIMPLIFIED <ul style="list-style-type: none"> No case event requirement. DOM <ul style="list-style-type: none"> ANWV SFDW DISS OF MARRIAGE W/CHILDREN <ul style="list-style-type: none"> AGRE FAMA FMAG MESA MRFA OMRF SETA PATERNITY <ul style="list-style-type: none"> PTSA NAMECHANGE <ul style="list-style-type: none"> FDLE OTHERPET <ul style="list-style-type: none"> CWPT CONM For all cases meeting the criteria above exclude cases where: <ul style="list-style-type: none"> Related Case = Domestic Violence Case Type Case Status = Open 																		
Example:																			
<table border="1"> <thead> <tr> <th>Case Number</th><th>Case Style</th><th>Filed Date</th><th>Case Type</th><th>Judicial Section</th><th>Related Case (Y/N)</th><th>Pathway Assignment</th><th>Next Hearing Date/Hearing Type</th><th>Attorney (Y/N)</th></tr> </thead> <tbody> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>		Case Number	Case Style	Filed Date	Case Type	Judicial Section	Related Case (Y/N)	Pathway Assignment	Next Hearing Date/Hearing Type	Attorney (Y/N)									
Case Number	Case Style	Filed Date	Case Type	Judicial Section	Related Case (Y/N)	Pathway Assignment	Next Hearing Date/Hearing Type	Attorney (Y/N)											

Workflow:

1. Report emailed to Case Manager (Daily)
2. Case manager assigns case to Streamlined Pathway in Odyssey.
3. Case manager reviews case for UCD Calendar Eligibility:
 - a. If both parties are self-represented, prepare the judgment and forward the case to be set on the appropriate Case Manager's Uncontested Review Calendar.
 - b. If one or both parties are represented, prepare either an Order to Progress or Order to Schedule Final Hearing.
4. Case manager tracks UCD Calendar or Uncontested Review Calendar outcome.

Report Name:				Daily Case Report (All Cases)			
Data Fields				Criteria			
<ul style="list-style-type: none">• Case Number• Case Style• Filed Date• Case Type• Judicial Section• Related Case (Y/N)• Pathway Assignment• Next Hearing Date/Hearing Type				All cases not meeting the criteria for: Streamlined Track Assignment Report			
Example:							
Case Number	Case Style	Filed Date	Case Type	Judicial Section	Related Case (Y/N)	Pathway Assignment	Next Hearing Date/Hearing Type

Report Name:					Overdue Time Standards Report				
Data Fields					Criteria				
<ul style="list-style-type: none">• Case Number• Case Style• Filed Date• Case Type• Judicial Section• Pathway Assignment• Time Standard/Tickler Overdue• Causing Event• Causing Event Date• Days Overdue					<ul style="list-style-type: none">• All cases with at least one overdue time standard/tickler.<ul style="list-style-type: none">○ If multiple time standards/ticklers, list all for each case in separate row.				
Example:									
Case Number	Case Style	Filed Date	Case Type	Judicial Section	Pathway Assignment	Time Standard/Tickler	Causing Event	Causing Event Date	Days Overdue
Workflow:									
<ol style="list-style-type: none">1. Report emailed to Case Manager (Daily)2. Case manager reviews overdue time standard and proceeds with steps outlined in manual.									

Time Standards/Ticklers
Summons Pending
Service Pending
Compliance – OTF
Compliance – ODSP Service
Response Pending
Response Filed: CM Review (Pathway Assignment)
Default Eligibility
Clerk's Default Pending
Final Hearing Eligibility
Pending Motion for Extension of Time
Compliance – Motion for Extension of Time
Motion to Dismiss
Voluntary Dismissal

Time Standard/Tickler: Summons Pending			
Causing Trigger Event	Event	• Petition	
	Docket Code	• PETI	
Time Standard/Tickler: Service Pending			
Causing Trigger Event	Event	• Summons Issued	
	Docket Code	• SMIS: Summons Issued • ESMIS: ESummons Issued • ESMRVSUBM: (M) ESummons (Sub) Received • NOAP: Notice of Action - Publication	
Closing Event	Event	• Proof of Service • Responsive Pleading • Order to File	
	Due Date	• 60 days	
	Docket Code	Docket Code	Description
		REOS	Return of Service
		PPUB	Proof of Publication
		ANSW	Response (Answer)
		ANWV	Answer and Waiver
		ORTF	Order to File
		MEXT	Motion for Extension of Time
		WAOS	Waiver and Acceptance of Service
		AOSP	Acceptance of Service of Process
		SVRT	Service Returned
		RESE	Response:
		ACPT	Answer and Counter Petition

	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard	
	For Completing Trigger	Close/Increment First Available	
Closing Event	Event	<ul style="list-style-type: none"> • Summons Issued • Order Directing Service of Process • Responsive Pleading 	
	Due Date	<ul style="list-style-type: none"> • 20 days 	
	Docket Code		
		Docket Code	Description
		SMIS	Summons Issued
		ODSP	Order Directing Service of Process
		ESMIS	ESummons Issued
		ESMRVSUBM	(M) ESummons (Sub) Received
		NOAP	Notice of Action - Publication
		REOS	Return of Service
		PPUB	Proof of Publication
		ANSW	Response (Answer)
		ANWV	Answer and Waiver
		WAOS	Waiver and Acceptance of Service
		AOSP	Acceptance of Service of Process
		SVRT	Service Returned
		RESE	Response:
		ACPT	Answer and Counter Petition
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard	
	For Completing Trigger	Close/Increment First Available	

Time Standard/Tickler: OTF Compliance			
Causing Trigger Event	Event	<ul style="list-style-type: none"> Order to File 	
	Docket Code	<ul style="list-style-type: none"> ORTF 	
Closing Event	Event		
	Due Date	<ul style="list-style-type: none"> 20 days 	
	Docket Code	Docket Code	Description
		NONE	Case Manager will review the Order to File for compliance. If the order has been complied with, the case manager will manually delete the timestandard/tickler from the case.
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard	
	For Completing Trigger	Close/Increment First Available	

Time Standard/Tickler: Service - ODSP Compliance			
Causing Trigger Event	Event	<ul style="list-style-type: none"> Order Directing Service of Process 	
	Docket Code	<ul style="list-style-type: none"> ODSP 	
Closing Event	Event	<ul style="list-style-type: none"> Proof of Service 	
	Due Date	<ul style="list-style-type: none"> 120 days from filing of Petition 	
	Docket Code	Docket Code	Description
		REOS	Return of Service
		PPUB	Proof of Publication
		ANSW	Response (Answer)
		ANWV	Answer and Waiver
		MEXT	Motion for Extension of Time

		RESE	Response:
		WAOS	Waiver and Acceptance of Service
		AOSP	Acceptance of Service of Process
		SVRT	Service Returned
		ACPT	Answer and Counter Petition
		REOS	Return of Service
		REOSS	Return of Service Served
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard	
	For Completing Trigger	Close/Increment First Available	

Time Standard/Tickler: Response Pending			
Causing Trigger Event	Event	• Proof of Service	
	Docket Code	Docket Code	Description
		REOS	Return of Service
		PPUB	Proof of Publication
		WAOS	Waiver and Acceptance of Service
		AOSP	Acceptance of Service of Process
		SVRT	Service Returned
Closing Event	Event	• Response Filed	
	Due Date	• 20 days	
	Docket Code		
		Docket Code	Description
		ANSW	Response (Answer)
		ANWV	Answer and Waiver
		MEXT	Motion for Extension of Time
		MDIS	Motion to Dismiss
		Other Motions:	
		MAMD	Motion to Amend
		MOAM	Motion to Appoint Mediator
		MAGL	Motion to Appt Gd Ad Litem
		MCPL	Motion to Compel
		MCNS	Motion to Consolidate
		MCSE	Motion to Correct Scriveners Error
		MTDS	Motion to Disqualify
		MREC	Motion to Recuse
		MSTY	Motion to Stay
		MTRN	Motion to Transfer
		MOTI	Motion:
		MNHG	Motin and Notice of Hearing
		MCHV	Motion for Change of Venue
		RESE	Response:
		ACPT	Answer and Counter Petition
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard	
	For Completing Trigger	Close/Increment First Available	

Time Standard/Tickler: Response Filed: CM Review (Pathway Assignment)			
Causing Trigger Event	Event	• Response Filed	
	Docket Code	Docket Code	Description
		ANSW	Response (Answer)
		ANWV	Answer and Waiver
		RESE	Response:
		ACPT	Answer and Counter Petition
Closing Event	Event	<ul style="list-style-type: none"> Final Hearing Set Uncontested Hearing Set: Case Manager or Judge's Docket 	
	Due Date	• 30 Days	
	Docket Code	Docket Code	Description
		NONE	Events listed above will be the closing triggers.
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard	
	For Completing Trigger	Close/Increment First Available	

Time Standard/Tickler: Default Eligibility			
Causing Trigger Event	Event	<ul style="list-style-type: none"> Motion for Judicial Default Motion for Clerk's Default 	
	Docket Code	Docket Code	Description
		Motion for Judicial Default – MJDF	Motion for Default

		Motion for Clerk's Default - MDFT	Motion for Judicial Default
Closing Event	Event	• Default Entered	
	Due Date	• 30 Days	
	Docket Code		
		Docket Code	Description
		ODFT	Order of Default
		DFLT	Default
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard	
	For Completing Trigger	Close/Increment First Available	

Time Standard/Tickler: Clerk's Default Pending			
Causing Trigger Event	Event	• Default for Clerk's Default Not Entered	
	Docket Code	Docket Code	Description
		NDNE	Notice of Default Not Entered
Closing Event	Event	• Default • Order to File	
	Due Date	• 20 Days	
	Docket Code		
		Docket Code	Description
		DFLT	Default
		ODFT	Order of Default
	ORTF	Order to File	

	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard
	For Completing Trigger	Close/Increment First Available

Time Standard/Tickler: Order of Referral to Mediation Pending			
Causing Trigger Event	Event	<ul style="list-style-type: none"> Motion to Appoint Mediator 	
	Docket Code	Docket Code	Description
		MOAM	Motion to Appoint Mediator
Closing Event	Event	<ul style="list-style-type: none"> Order of Referral to Mediation Notice of Mediation Conference 	
	Due Date	<ul style="list-style-type: none"> 1 Days 	
	Docket Code	Docket Code	Description
		ORMU	Order of Referral to Mediation
		NMDC	Notice of Mediation Conference
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard	
	For Completing Trigger	Close/Increment First Available	

Time Standard/Tickler: Mediation Compliance				
Causing Trigger Event	Event	<ul style="list-style-type: none"> Order Referral to Mediation or Motion to Appoint Mediator 		
	Docket Code	Docket Code	Description	
		ORMU	Order of Referral to Mediation	
		NMDC	Notice of Mediation Conference	
		MOAM	Motion to Appoint	

			Mediator	
Closing Event	Event	<ul style="list-style-type: none">Final Hearing SetUncontested Hearing Set: Case Manager or Judge's Docket		
	Due Date	<ul style="list-style-type: none">20 Days		
	Docket Code			
		Docket Code	Description	
		NONE	Case Manager will review the Order to for compliance. If th order has been complied with, the c manager will manual delete the time standard/tickler from the case.	
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard		
	For Completing Trigger	Close/Increment First Available		

Time Standard/Tickler: Final Hearing Eligibility				
Causing Trigger Event	Event	<ul style="list-style-type: none"> Default or Settlement Agreement 		
	Docket Code	Docket Code	Description	
		ODFT	Order of Default	
		DFLT	Default	
		FAMA	Family Mediation Agreement	
		FAMG	Family Mediation Unit Agreement	
		MAGR	Mediation Agreement	
		MDRC	Mediation Division Report Reconciliation or Reconciled	
		MDRS	Mediation Division Report Case Settled Prior Mediation	
		OMRF	Order on Mediator's Report Full Agreement	

		OOMR	Order of Mediator's Report Dated		
		MREP	Mediator's Report		
		MRFA	Mediator's Report of Full Mediated Agreement		
		ROGM	Report of General Magistrate		
		RRGM	Report and Recommendation of General Magistrate		
		RROG	Recommended Report of General Magistrate		
		ORGH	Order on Recommended Order of General Magistrate/Hrg Officer		
		ORGM	Order on Report of General Magistrate		
Closing Event	Event	<ul style="list-style-type: none">Final Hearing SetUncontested Hearing Set: Case Manager or Judge's Docket			
	Due Date	<ul style="list-style-type: none">20 Days			
	Docket Code				
		Docket Code	Description		
		NONE	Event's listed above will be the closing triggers.		
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard			
	For Completing Trigger	Close/Increment First Available			

Time Standard/Tickler: Pending Motion for Extension of Time				
Causing Trigger Event	Event	• Motion for Extension of Time		
	Docket Code	Docket Code	Description	
		Motion for Extension of Time - MEXT		
	Event	• Order Granting Motion for Extension of Time		

Closing Event	Due Date	• 30 Days	
	Docket Code		
		Docket Code	Description
		OGET	Order Granting Motion for Extension of Time
		ODGM	Order Granting Motion
		OEXT	Order Extending Time
		ANSW	Answer
		ATCP	Answer to Counter Petitioner
		ACPT	Answer and Counter Petition
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard	
	For Completing Trigger	Close/Increment First Available	

Time Standard/Tickler: Compliance – Motion for Extension of Time			
Causing Trigger Event	Event	• Order Granting Motion for Extension of Time	
	Docket Code	Docket Code	Description
		OGET	Order Granting Motion for Extension of Time
		OEXT	Order Extending Time
Closing Event	Event	<ul style="list-style-type: none"> Response Filed Order to Progress Discovery Filed 	
	Due Date	• 20 Days	
	Docket Code		
		Docket Code	Description
		ANSW	Response (Answer)
		ANWV	Answer and Waiver

		OTPC	Order to Progress	
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard		
	For Completing Trigger	Close/Increment First Available		

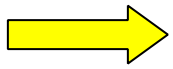
Time Standard/Tickler: Motion to Dismiss				
Causing Trigger Event	Event	• Motion to Dismiss		
	Docket Code	Docket Code	Description	
		MDIS	Motion to Dismiss	
Closing Event	Event	<ul style="list-style-type: none"> Motion Calendar Hearing – 5min Case Management Conference Hearing - CMC 		
	Due Date	• 20 Days - TBD		
	Docket Code	Docket Code	Description	
		NHRG	Notice of Hearing	
		OTPC	Order to Progress	
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard		
	For Completing Trigger	Close/Increment First Available		

Time Standard/Tickler: Voluntary Dismissal				
Causing Trigger Event	Event	• Notice of Voluntary Dismissal		
	Docket Code	Docket Code	Description	
		NVOL	Notice of Voluntary Dismissal	

Closing Event	Event	Case Status = Closed
	Due Date	• 15 Days
	Docket Code	Case Status = Closed
	For Causing Trigger	If duplicate is closed: Add New Time Standard If duplicate is open: Add New Time Standard
	For Completing Trigger	Close/Increment First Available

Docket Codes	
Description	Docket Code
Petition	PETI
Summons Issued	SMIS
Order Directing Service of Process	ODSP
Return of Service	REOS
Proof of Publication	PPUB
Response (Answer)	ANSW
Answer and Waiver	ANWV
Order to File	ORTF
ESummons Issued	ESMIS
ESummons (Sub) Received	ESMRVSUBM (M)
Notice of Action - Publication	NOAP
Return of Service	REOS
Proof of Publication	PPUB
Waiver and Acceptance of Service	WAOS
Acceptance of Service of Process	AOSP
Service Returned	SVRT
Response:	RESE
Answer and Counter Petition	ACPT
Order Directing Service of Process	ODSP
Answer to Counter Petition	ATCP
Notice of Hearing	NHRG

Order to File Compliance (Multiple Events)	ORTF
Motion for Extension of Time	MEXT
Other Motions	MNHG Motion and Notice of Hearing MCHV Motion for Change of Venue MAMD Motion to Amend MOAM Motion to Appoint Mediator MAGL Motion to Appt Gd Ad Litem MCPL Motion to Compel MCNS Motion to Consolidate MCSE Motion to Correct Scrivener's Error MDIS Motion to Dismiss MTDS Motion to Disqualify MREC Motion to Recuse MSTY Motion to Stay MTRN Motion to Transfer MOTI Motion:
Motion for Judicial Default	MJDF
Motion for Clerk's Default	MDFT
Order of Default	ODFT
Default	DFLT
Notice of Default Not Entered	NDNE
Order Setting Final Hearing	OSFH
Order Granting Motion for Extension of Time	OEXT (Order Extending Time), OGET (Order Granting Motion for Extension of Time)
Order to Progress	OTPC
Motion to Dismiss	MDIS
Notice of Voluntary Dismissal	NVOL
Order of Dismissal	EODIS or ODIS



Sample Language in Order to File

CHILD SUPPORT GUIDELINES WORKSHEET (THE WORKSHEET FILED ON 11/4/22 IS INCOMPLETE)

THIS CAUSE having come for review before the undersigned Judge, and the Court after reviewing said cause, Orders the [X]Petitioner/[]Respondent to file the following:

☐ Motion and Order for Default

☐ Proof of Publication

☐ Non-Military Affidavit

☐ Return of Service

☐ Affidavit of Diligent Search (pursuant to Fla. Stat. §49.041 and in substantial conformity with Fla. Fam. L. R. P. Form 12.913(b))

☐ Corrected Notice of Publication

☐ Financial Affidavits

☐ Uniform Child Custody Jurisdiction & Enforcement Act Affidavit

☐ Parenting Class Certificate of Completion

www.myflfamilies.com/service-programs/child-welfare/stabilization

☒ Child Support Guidelines Worksheet (The worksheet filed on 11/4/22 is incomplete)

☐ Notice of Related Cases

☐ FDLE Report/Background Check

☐ Copy of Florida Identification/Driver's License, FL Voter Registration Card, or Affidavit of Corroborating Witness

☐ Remote Uncontested Affidavit; see below (check your Judge's website for form: www.jud11.flcourts.org):

☐ Special Affidavit for Remote Uncontested Dissolution of Marriage

www.jud11.flcourts.org/judges_forms/9002459223-AFFIDAVIT-%20Dissolution.pdf ☐ Special Affidavit for Remote Final Judgment of Paternity

www.jud11.flcourts.org/judges_forms/9002459223-AFFIDAVIT-%20Paternity.pdf

☐ Special Affidavit for Uncontested Name Change Without a Hearing

www.jud11.flcourts.org/judges_forms/9002459223-AFFIDAVIT%20-%20Name%20Change.pdf

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☐ Special Affidavit for Remote Uncontested Petition for Temporary Custody

www.jud11.flcourts.org/judges_forms/9002459223-AFFIDAVIT-%20Temporary%20Custody.pdf

The above document(s) must be filed within FIFTEEN (15) days of the signing or on the date of your Final Hearing, whichever date is earlier. If said document(s) is/are not filed

by the specified date, this Court will take other actions to progress this case which may include a dismissal.

ORDER TO FILE

THIS CAUSE having come for review before the undersigned Judge, and the Court after reviewing said cause, Orders the ☒Petitioner/☒Respondent to file the following:

☒ Financial Affidavits

☒ Parenting Class Certificate of Completion

www.myflfamilies.com/service-programs/child-welfare/stabilization

☒ Copy of Florida Identification/Driver's License, FL Voter Registration Card, or Affidavit of Corroborating Witness

The above document(s) must be filed within FIFTEEN (15) days of the signing of this order, or on the date of your Final Hearing, whichever date is earlier. If said document(s) is/are not filed by the specified date, this Court will take other actions to progress this case which may include a dismissal.